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LISTING OF CLAIMS:

- (Original) A method for establishing a virtual university, comorising the steps of: connecting a virtual university server and one or more users; selecting a destination within the virtual university server to it teract with the one or more users; coupling the one or more users through the virtual university rerver based on the selected destination; and establishing interaction parameters for the one or more users I ased on the selected destination.
- 2. (Original) A method for establishing a virtual university as resited in claim 1, wherein the destinations include a virtual student union where users can interact using a bulletin board or other collaborative functions.
- 3. (Original) A method for establishing a virtual university as resited in claim 1, wherein the destinations include a virtual library where a user can use resources, consu t with a virtual librarian, search for resources and collaborate with one or more other users.
- 4. (Original) A method for establishing a virtual university as related in claim 1, wherein the destinations include a virtual administration office where a user can register for courses, search a directory, utilize a class locator, consult with the administration help lesk, add a course, drop a course and utilize a career center.
- 5. (Original) A method for establishing a virtual university as recited in claim 1, wherein the destinations include a virtual classroom where a user can learn, riew a directory of other students in a class, view materials, grades, announcements, homework review old tests, administer tests, ask questions of an instructor, enter a breakout room, review lectures, view the class schedule and view research topics.

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- 6. (Original) A method for establishing a virtual university as recited in cla m 1, wherein the destinations include a university directory that provides information on persons and entities associated with the university.
- 7. (Original) A method for establishing a virtual university as recited in claim 1, wherein tests are applied to the users.
- 8. (Original) A method for establishing a virtual university as related in claim 1, wherein any two users can collaborate in the virtual university.
- 9. (Original) A method for establishing a virtual university as revited in claim 1, wherein grades are distributed electronically.
 - 10. (Original) An apparatus for establishing a virtual classroom, comprising:
 logic that connects a virtual university server and one or more users;
 logic that selects a destination within the virtual university server to interact with the one or more users;

logic that couples the one or more users through the virtual un iversity server based on the selected destination; and

logic that establishes interaction parameters for the one or more users based on the selected destination.

- 11. (Original) A computer program embodied on a computer-rear able medium that establishes a virtual classroom, comprising:
 - a code segment that connects a virtual university server and c ne or more users;
 - a code segment that selects a destination within the virtual un versity se ver to interact with the one or more users:
 - a code segment that couples the one or more users through th: virtual university server based on the selected destination; and
 - a code segment that establishes interaction parameters for the one or more users based on the selected destination.

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- 12. (Original) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in claim 11, wherein the destination; include a virtual student union where users can interact using a bulletin board or other collaborative functions.
- 13. (Original) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in claim 11, wherein the destination sinclude ε virtual library where a user can use resources, consult with a virtual librarian, search for resources and collaborate with one or more other users.
- 14. (Original) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in claim 11, wherein the destination include a virtual administration office where a user can register for courses, search a directory utilize a class locator, consult with the administration help desk, add a course, drop a cours: and utilize a career center.
- 15. (Original) A computer program embodied on a computer-reac able medium that establishes a virtual classroom as recited in claim 11, wherein the destinations include a virtual classroom where a user can learn, view a directory of other students in a class, view materials, grades, announcements, homework, review old tests, administer tests, ask questions of in instructor, enter a breakout room, review lectures, view the class schedule and view research topics.
- 16. (Original) A computer program embodied on a computer-reacable medium that establishes a virtual classroom as recited in claim 11, wherein the destinations include a university directory that provides information on persons and entities associated with the university.
- 17. (Original) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in claim 11, wherein tests are applied to the users.
- 18. (Original) A computer program embodied on a computer-read able medium that establishes a virtual classroom as recited in claim 11, wherein any two users can collaborate in the virtual university.

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- 19. (Original) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in claim 11, wherein grades are distributed electronically.
- 20. (Previously Presented) A method for establishing a virtual director that coordinates a training session, comprising the steps of:

initiating a session with a virtual director;

prompting a user to enter a response congruent with a goal;

receiving the response to the goal;

transmitting the response to the virtual director;

calculating a level of congruency between the response and a target response designed to achieve the goal under the supervision of the virtual director;

providing feedback to the user reflecting the level of congruency to ass st the user in achieving the goal; and

providing remedial information to assist the user in achieving the goal;

wherein at least one of the steps of the method can be executed manually under the supervision of the virtual director.

- 21. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 20, wherein the user is r anually prompted to enter the response congruent with the goal.
- 22. (Previously Presented) A method for establishing a irtual director that coordinates a training session as recited in Claim 20, wherein the level of congruency is manually calculated.
- 23. (Previously Presented) A method for establishing a rirtual director that coordinates a training session as recited in Claim 20, wherein the feedback to the user s provided manually.

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- 24. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 20, wherein the remedial information to assist the user in achieving the goal is determined manually.
- 25. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 20, wherein the method is executed on a plurality of servers which are coupled through a computer network.
- 26. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 25, wherein the computer network supports Internet Protocol (IP).
- 27. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 25, wherein the compute network includes a Local Area Network (LAN).
- 28. (Previously Presented) A method for establishing a virtual director that coordinates a training session as recited in Claim 25, wherein the computer network includes a Wide Area Network (WAN).
- 29. (Previously Presented) An apparatus for establishing a virtual director that coordinates a training session, comprising:

logic that initiates a session with a virtual director;

logic that prompts a user to enter a response congruent with 1 goal;

logic that receives the response to the goal;

logic that transmits the response to the virtual director;

logic that calculates a level of congruency between the response and a target response designed to achieve the goal under the supervision of the rirtual director;

logic that provides feedback to the user reflecting the level of congruency to assist the user in achieving the goal; and

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logic that provides remedial information to assist the user ir achieving the goal, wherein at least one of the logic is executed manually under the supervision of the virtual director.

- 30. (Previously Presented) A computer program embodied on a computer-reacable medium that establishes a virtual director that coordinates a training session, comprising:
 - a code segment that initiates a session with a virtual director;
 - a code segment that prompts a user to enter a response congruent with the goal;
 - a code segment that receives the response to the goal;
 - a code segment that transmits the response to the virtual director;
 - a code segment that calculates a level of congruency between the response and a target response designed to achieve the goal under the supervision of the virtual director:
 - a code segment that provides feedback to the user reflecting the level of congruency to assist the user in achieving the goal; and
 - a code segment that provides remedial information includir g information from the help engine to assist the user in achieving the goal, wherein at least one of the code segments can be executed manually under the supervision of the virtual director.
- 31. (Previously Presented) A computer program embodied on a compute readable medium that establishes a virtual director that coordinates a training session as recited in Claim 30, wherein a user is prompted manually to enter a response congruent with z goal.
- 32. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual director that coordinates a training session as recited in Claim 30, wherein the level of congruency is calculated manually.
- 33. (Previously Presented) A computer program embodied on compute readable medium that establishes a virtual director that coordinates a training session as recited in Claim 30, wherein the feedback to the user is provided manually.

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- 34. (Previously Presented) A computer program embodied on a compute -readable medium that establishes a virtual director that coordinates a training session as recited in Claim 30, wherein the remedial information to assist the user in achieving the goal is determined manually.
- 35. (Previously Presented) A computer program embodied on : compute -readable medium that establishes a virtual director that coordinates a training session as recited in Claim 30, wherein the computer program resides on a plurality of servers which are coupled through a computer network.
- 36. (Previously Presented) A computer program embodied on a compute -readable medium that establishes a virtual director that coordinates a training session -as recited in Claim 35, wherein the computer network supports Internet Protocol (IP).
- 37. (Previously Presented) A computer program embodied on a compute -readable medium that establishes a virtual director that coordinates a training session as recited in Claim 35, wherein the computer network includes a Local Area Network (LAN).
- 38. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual director that coordinates a training session as recited in Claim 35, wherein the computer network includes a Wide Area Network (WAN).
- 39. (Previously Presented) A method for providing one or mor virtual instructors, comprising the steps of:

connecting a server and one or more users and a first virtual instructor; selecting a destination within the server to interact with the on : or more users;

coupling the one or more users through the server based on the selected destination;

establishing interaction parameters for the one or more users t used on the selected destination; and

dynamically adding a second virtual instructor.

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- 40. (Previously Presented) A method for providing one or more rirtual instructors as recited in Claim 39, wherein the second virtual instructor monitors progress and provides feedback.
- 41. (Previously Presented) A method for providing one or more irrual instructors as recited in Claim 39, wherein the second virtual instructor is selected by the ore or more users
- 42. (Previously Presented) A method for providing one or more rirtual instructors as recited in Claim 39, wherein the second virtual instructor becomes the principal instructor.
- 43. (Previously Presented) A method for providing one or more rirtual instructors as recited in Claim 39, wherein the second virtual instructor works with the first instructor to instruct the one or more users.
- 44. (Previously Presented) A method for providing one or more rirtual instructors as recited in Claim 39, wherein the second virtual instructor collaborates pri ately with the first virtual instructor.
- 45. (Previously Presented) A method for providing one or more irrual instructors as recited in Claim 39, wherein the second virtual instructor leads a breakout session with one or more of the users.
- 46. (Previously Presented) A method for establishing a virtual in: tructor as recited in Claim 39, wherein the second virtual instructor is selected by the first virtual instructor.
- 47. (Previously Presented) A method for establishing a virtual instructor as recited in Claim 39, wherein the interaction parameters include support for electronic distribution of materials from the second virtual instructor.
- 48. (Previously Presented) An apparatus for providing one or more virtual instructors, comprising:

logic that connects a server and one or more users and a first v rtual instructor;

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logic that selects a destination within the server to interact v ith the one or more users;

logic that couples the one or more users through the server based on the selected destination;

logic that establishes interaction parameters for the one or more users based on the selected destination; and

logic that dynamically adds a second virtual instructor.

49. (Previously Presented) A computer program embodied on : compute -readable medium that providing one or more virtual instructors, comprising:

code that connects a server and one or more users and a first v rtual instructor; code that selects a destination within the server to interact with the one or more users:

code that couples the one or more users through the server bused on the selected destination;

code that establishes interaction parameters for the one or more users based on the selected destination; and

code that dynamically adds a second virtual instructor.

- 50. (Previously Presented) A computer program embodied on a compute -readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor monitors progress and provides feedback.
- 51. (Previously Presented) A computer program embodied on a compute -readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor is selected by the one or more users.
- 52. (Previously Presented) A computer program embodied on a compute -readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor becomes the principal instructor.

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- 53. (Previously Presented) A computer program embodied on a compute readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor works with the first instructor to instruct the one or more users.
- 54. (Previously Presented) A computer program embodied on a compute readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor collaborates privately with the first virtual instructor.
- 55. (Previously Presented) A computer program embodied on a compute readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor leads a breakout session with one or more of the users.
- 56. (Previously Presented) A computer program embodied on a computer-readable medium that providing one or more virtual instructors as recited in Claim 49 wherein the second virtual instructor is selected by the first virtual instructor.
- 57. (Previously Presented) A computer program embodied on a computer-readable medium that providing one or more virtual instructors as recited in Claim 49, wherein the interaction parameters include support for electronic distribution of materials from the second virtual instructor.
- 58. (Previously Presented) A method for establishing a virtual consultart training session, comprising the steps of:

receiving information indicative of a goal;
prompting a user to enter a response congruent with the goal;
receiving the response to the goal;

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calculating a level of congruency between the response ar 1 a target response designed to achieve the goal utilizing a virtual consultant training session;

providing feedback to the user reflecting the level of congrue acy to assist the user in achieving the goal;

invoking a help engine from the virtual consultant training session to assist the user in response to a first indicia associated with the user; and

utilizing the help engine to present remedial information to id the user utilizing the first indicia and a knowledge base, wherein the first indicia includes the response to the goal.

- 59. (Previously Presented) A method for establishing a virtual consultar t training session as recited in Claim 58, wherein the first indicia includes a previous response to a previous goal.
- 60. (Previously Presented) A method for establishing a virtual consultar t training session as recited in Claim 58, wherein the first indicia includes a profile of tl e user.
- 61. (Previously Presented) A method for establishing a virtual consultart training session as recited in Claim 58, wherein the first indicia includes a second in icia assoc ated with another user.
- 62. (Previously Presented) A method for establishing a virtual consultant training session as recited in Claim 58, wherein the knowledge base is resident on ε plurality of servers which are coupled to a computer network.
- 63. (Previously Presented) A method for establishing a virtual consultant training session as recited in Claim 62, wherein the computer network supports Intern at Protocol (IP).

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- 64. (Previously Presented) A method for establishing a virtual consultart training session as recited in Claim 62, wherein the computer network includes a Local Area Network (LAN).
- 65. (Previously Presented) A method for establishing a virtual consultart training session as recited in Claim 62, wherein the computer network includes a 'Vide Area Network (WAN).
- 66. (Previously Presented) A method for establishing a virtual consultart training session as recited in Claim 58, wherein the help engine includes notification of a virtual director engine.
- 67. (Previously Presented) A method for establishing a virtual consultart training session as recited in Claim 66, wherein the virtual director engine includes a comain expert.
- 68. (Previously Presented) An apparatus for establishing a virtua consultant training session, comprising:

logic that receives information indicative of a, goal;

logic that prompts a user to enter a response congruent with th : goal;

logic that receives the response to the goal;

logic that calculates a level of congruency between the re-ponse and a target response designed to achieve the goal utilizing a virtual consultant training session;

logic that provides feedback to the user reflecting the level of congruency to assist the user in achieving the goal;

logic that invokes a help engine from the virtual consultan training session to assist the user in response to a first indicia associated with the user; at d

logic that utilizes the help engine to present remedial information to . id the use: utilizing the first indicia and a knowledge base; wherein the first indicia includes the n sponse to the goal.

69. (Previously Presented) A computer program embodied on a compute -readable medium that establishes a virtual consultant training session, comprising:

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- a code segment that receives information indicative of a goal;
- a code segment that prompts a user to enter a response congruent with the goal;
- a code segment that receives the response to the goal;
- a code segment that calculates a level of congruency between the response and a target response designed to achieve the goal utilizing a virtual consultant training session;
- a code segment that provides feedback to the user reflecting the level of congruency to assist the user in achieving the goal;
- a code segment that invokes a help engine from the virtua consultant training session to assist the user in response to a first indicia associated with he user; and
- a code segment that utilizes the help engine to present remedial information to aid the user utilizing the first indicia and a knowledge base; wherein the first indicia includes the response to the goal.
- 70. (Previously Presented) A computer program embodied on a computer-reacable medium that establishes a virtual consultant training session as recited in C aim 69, wherein the first indicia includes a previous response to a previous goal.
- 71. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 69, wherein the first indicia includes a profile of the user.
- 72. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 69, wherein the first indicia includes a second indicia associated with another user.
- 73. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 69, wherein the knowledge base is resident on a plurality of servers which are coupled to a computer network.

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- 74. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 73, wherein the computer network supports Internet Protocol (IP).
- 75. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 73, wherein the computer network includes a Local Area Network (LAN).
- 76. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 73, wherein the computer network includes a Wide Area Network (WAN).
- 77. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in C aim 69, wherein the help engine includes notification of a virtual director engine.
- 78. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual consultant training session as recited in Claim 77, wherein the virtual director engine includes a domain expert.
- 79. (Previously Presented) A method for establishing a virtual consultant. comprising the steps of:

connecting a server and one or more users;

selecting a destination within the server to interact with the one or more users; coupling the one or more users through the server based on the selected

destination; and

establishing interaction parameters for the one or more users based on the selected destination.

80. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the destinations include a reception area where use is can interact using collaborative functions.

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- 81. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the destinations include a virtual library where a user can use esources, consult with a virtual librarian, search for resources and collaborate with one or more other users.
- 82. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the destinations include an office where a user can consult with a virtual consultant.
- 83. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the destinations include a virtual lounge where a user can socialize, view a directory of other consultants and view information.
- 84. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the interaction parameters include support for collaboration.
- 85. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the interaction parameters include support for bulletin board functions.
- 86. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the interaction parameters include support for recording a session.
- 87. (Previously Presented) A method for establishing a virtual consultant as recited in Claim 79, wherein the interaction parameters include support for electronic distribution of consulting materials.
- 88. (Previously Presented) An apparatus for establishing a virtual consultant, comprising:

logic that connects a server and one or more users;

logic that selects a destination within the server to interact with he one or more users:

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logic that couples the one or more users through the server based on the selected destination; and

logic that establishes interaction parameters for the one or more users based on the selected destination.

- 89. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom, comprising:
 - a code segment that connects a server and one or more user:;
 - a code segment that selects a destination within the server to interac. with the one or more users;
 - a code segment that couples the one or more users through the server based on the selected destination; and
 - a code segment that establishes interaction parameters for the one or more users based on the selected destination.
- 90. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 89, wherein the destinations include a reception area where users can interact using collaborative functions.
- 91. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 89, where in the destinations include a virtual library where a user can use resources, consult with a virtual librarian, search for resources and collaborate with one or more other users.
- 92. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 89, wher in the destinations include an office where a user can consult with a virtual consultant.
- 93. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 89, wherein the destinations include a virtual lounge where a user can socialize, view a directory of other consultants and view information.

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- 94. (Previously Presented) A computer program embodied on : compute:-reacable medium that establishes a virtual classroom as recited in Claim 89, wherein the interaction parameters include support for collaboration.
- 95. (Previously Presented) A computer program embodied on : computer-readable medium that establishes a virtual classroom as recited in Claim 89, wherein the interaction parameters include support for bulletin board functions.
- 96. (Previously Presented) A computer program embodied on . computer-readable medium that establishes a virtual classroom as recited in Claim 89, wherein the interaction parameters include support for recording a session.
- 97. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 89, wherein the interaction parameters include support for electronic distribution of consulting mater als.
 - 98. (Previously Presented) A method for establishing a virtual classroom, comprising the steps of:

 connecting a virtual classroom server and one or more students;

 selecting a presentation type for instructing the one or more students;

 coupling the one or more students and one or more instructors ti rough the virtual classroom server; and

establishing interaction parameters for the one or more stu lents and the one or more instructors.

99. (Previously Presented) A method for establishing a virtual classroom as recited in Claim 98, wherein the presentation type includes at least one of lectur, simulation, media, interactive browsing, slideshow, video or audio.

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- 100. (Previously Presented) A method for establishing a virtual classroom as recited in Claim 98, wherein the interaction parameters are a protocol for interaction that allow only one person to interact with the virtual classroom at a time.
- 101. (Previously Presented) A method for establishing a virtual classroom as recited in Claim 98, wherein the interaction parameters are a protocol for interaction hat allow a plurality of people to participate in the virtual classroom.
- 102. (Previously Presented) A method for establishing a virtual classroom at recited in Claim 98, wherein materials are provided for use by the one or more students and one or more teachers in the virtual classroom.
- 103. (Previously Presented) A method for establishing a virtual classroom as recited in Claim 98, wherein homework materials are provided for use by the one or more students in the virtual classroom.
- 104. (Previously Presented) A method for establishing a virtual clussroom as recited in Claim 98, wherein tests are provided for use by the one or more students.
- 105. (Previously Presented) A method for establishing a virtual classroom a recited in Claim 98, wherein breakout sessions are provided for the one or more students and one or more teachers in the virtual classroom.
- 106. (Previously Presented) A method for establishing a virtual classroom as recited in Claim 98, wherein grades are distributed electronically.
- 107. (Previously Presented) An apparatus for establishing & virtual classroom, comprising:

logic that connects a virtual classroom server and one or mon students;
logic that selects a presentation type for instructing the one or more students;
logic that couples the one or more students and one or more instructors through

the virtual classroom server; and

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logic that establishes interaction parameters for the one or more students and the one or more instructors.

- 108. (Previously Presented) A computer program embodied on .. compute -readable medium that establishes a virtual classroom, comprising:
 - a code segment that connects a virtual classroom server and or e or more students:
 - a code segment that selects a presentation type for instructing the one or more students;
 - a code segment that couples the one or more students and one or more instructors through the virtual classroom server; and
 - a code segment that establishes interaction parameters fc: the one or more students and the one or more instructors.
- 109. (Previously Presented) A computer embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 108, wherein the presentation type includes at least one of lecture, simulation, media, interactive browsing, slideshow, video or audio.
- 110. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 108, wherein the interaction parameters are a protocol for interaction that allow only one person to interact with the virtual classroom at a time.
- 111. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 108, wherein the interaction parameters are a protocol for interaction that allow a plurality of people or participate in the virtual classroom.
- 112. (Previously Presented) A computer program embodied on a compute -readable medium that establishes a virtual classroom as recited in Claim 108, wherein materials are provided for use by the one or more students and one or more teachers in the virtual classroom.

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- 113. (Previously Presented) A computer program embodied on . compute -readable medium that establishes a virtual classroom as recited in Claim 108, wherein homework materials are provided for use by the one or more students in the virtual class oom.
- 114. (Previously Presented) A computer program embodied on compute -readable medium that establishes a virtual classroom as recited in Claim 108, where n tests are provided for use by the one or more students.
- 115. (Previously Presented) A computer program embodied on :. compute:-readable medium that establishes a virtual classroom as recited in Claim 108, where n breakot t sessions are provided for the one or more students and one or more teachers in the virtual classroom.
- 116. (Previously Presented) A computer program embodied on a computer-readable medium that establishes a virtual classroom as recited in Claim 108, wherein the virtual classroom is recorded.